

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT (C4IM) SERVICES LIST
(UNCLASSIFIED)

Version 7, September 2016 for FY17 Implementation

List of Network Enterprise Center (NEC)/Directorate of Information Management (DOIM) and Cyber Centers C4IM Services

- The C4IM Services List pertains to NEC/DOIM and Cyber Center provided services and managed infrastructure. There will be only one physical plant on the installation with one NEC/DOIM network and multiple mission networks.
- The USAR/ARNG treats all reserve Facilities as a single virtual installation. The USAR/ARNG provides all services listed in the C4IM Services List which have a listed provider as either “NEC” or “Cyber Center” to its facilities off Army installations. It adheres to Baseline and MF categories, but may utilize different funds for providing specific services.
- Baseline Services - These services are specifically designated as "Baseline" in the C4IM Services List. Installation NEC/DOIMs will provide baseline IT services to Army activities on a non-reimbursable basis.
- Enhanced Services - These services are "Baseline" services with "Enhanced" performance measures that exceed one or more of the standards listed in the C4IM Services List. Army Activities desiring "Enhanced" IT services will request and obtain these services from the installation NEC/DOIM on a reimbursable basis. Army activities and the NEC/DOIM will enter into support agreements for "Enhanced" Services.
- Mission Funded Services - These services are specifically designated as "Mission Funded" in the C4IM Services List, Army activities will reimburse the NEC/DOIM for these services unless the NEC/DOIM determines that the NEC/DOIM operations cannot reasonably provide the required services. Army activities and the NEC/DOIM will enter into support agreements for "Mission Funded" Services.
- NEC does not make Mission Partner Acquisitions or process their ITAS Waivers.

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS				
							Reliability	Resolution	Capacity	Workload	
Service 700.0 - Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development .											
Primary Service Category (PSC) 700.1 - Mail Messaging (E-mail/OMS) and Storage Services - Provide electronic messaging and directory support and electronic messaging application system development and maintenance support. Provide administration of common-user storage. Includes touch labor support for this PSC.											
Function - 700.1.1 - E-mail Service (Unclassified and Classified up to Secret)											
700.1.1.1	Provide the capability to: send, store, process, sign/encrypt, and receive e-mail and multi-media e-mail attachments, with interoperability across the Army, within the DoD.	DISA	MSNS	B	E-mail services 24x7 service availability.			After escalation by NEC/Cyber Center, GISMC will resolve outages and degradations within two hours; corrupt mailboxes repaired within four hours.		OWA Users 512MB mailbox size; Business Class Users 4GB mailbox size	
700.1.1.2	Provide e-mail services including directory replication, access to public folders, connector services, internet mail, and calendar service.	DISA	MSNS	B	E-mail services 24x7 service availability (less scheduled down time)						
700.1.1.3	Provide archiving, searching, and retrieval of e-mail anytime from anyplace IAW IA policy.	DISA	MSNS	B	E-mail services 24x7 service availability (less scheduled down time)						
700.1.1.4	Provide email account management (involves creating, deleting, supporting/guiding to connect with new cards, PCS moves, general troubleshooting, and serving as a liaison to DISA).	DISA	MSNS	B	Support Availability 0700-1700 daily on non-holiday workdays			New accounts requested within 2 business days of request			

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700.1.1.9	Provide backup/Archival Storage, consisting of local and remote replication, ability to efficiently support Exchange Mailbox Enclave backup and recovery requirements currently based on 90 days after deletion retention -- and the ability to efficiently support various NetOps enclave backup and recovery requirements.	DISA	MSNS	B	Support Availability 0700-1700 daily on non-holiday workdays	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)				
700.1.1.10	Support local clusters for Tier 1 Data Center/IPN users that include one active/one passive located at Data Center/IPN #1 and a hot backup cluster of one active/one passive located at Data Center/IPN # 2.	DISA	MSNS	B	24X7					
700.1.1.11	Perform or support full email/ Exchange system backups at least once per week for each provisioned Exchange enclave and supported NEC/ DOIM Installation Local Processing Center.	DISA	MSNS	B	Support Availability 0700-1700 daily on non-holiday workdays	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs); Routine: Priority 3 = (24 hrs) Priority 4 = (3 days) Priority 5 = (3 days)	Ensure 98.9% of backups/ archives are current within established timelines for each supported element, and backups/ archives are useable when restore is required			
700.1.1.12	Provide the ability for disaster recovery in prioritized order in the event of an active Performance Optimized Data ceter (POD) failure.	DISA	MSNS	B	24x7					
700.1.1.14	Provide security administration by creating client policy.	Cyber Center	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.1.1.15	Provide Enterprise Email Service Request/Trouble Ticket Resolution for managed service infrastructure.	DISA	MSNS	B				Outages and degradations resolved according to Army-DISA SLA; corrupt mailboxes repaired according to Army-DISA SLA		
Function - 700.1.2 - Organizational Messaging Service (OMS) / Automated Message Handling System (AMHS)										
700.1.2.1	Provide the capability for users to compose, format, transmit, and receive formal organizational e-mail messages at individual workstations. Provide organizational messaging capabilities including unclassified, sensitive but unclassified (SBU), and classified.	NEC	MU1W	B	100% E-mail service availability.		Meet 99% reliability		Mailbox size 100MB with attachment size determined by local IA policies	
700.1.2.2	Operate, maintain, and manage the Local Control Center (LCC).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					

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700.1.2.3	Install, configure, and maintain OMS and AMHS servers, software, and other hardware.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.1.2.4	Provide post offices, delivery systems, and backup and restore capability .	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.1.2.5	Troubleshoot OMS/AMHS problems. Elevate to next higher level (LCC/Area Control Center (ACC), Cyber Center, DISA Network Operations Center [NOC]) via Service Request if problems cannot be solved locally.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.1.2.6	Operate, maintain, and manage Certification Authority Workstation (CAW). Process X.509 certificates and create FORTEZZA cards. Post certificates to Directory Information Tree (DIT).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays			Create and activate FORTEZZA cards within 1 business day of request		
700.1.2.7	Process and deliver messages (e.g., Organizational Messaging Service [OMS] Automated Message Handling System [AMHS]).	NEC	QOIM	B	24x7 service availability (less scheduled down time)					
Function - 700.1.3 - Directory Services										
700.1.3.1	Operate and maintain classified and unclassified Installation Organizational Unit (OU).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.1.3.2	Design and manage directory synchronizations with other systems.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.1.3.3	Create utilities and scripts to synchronize directory services. Ensure information integrity. Add user functionality. Coordinate actions with other organizations.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					Perform weekly updates of directory services
700.1.3.4	Operate and maintain the classified and unclassified active directory forest.	Cyber Center	WNET	B	24x7 service availability					
700.1.3.5	Provide top-level OU administrator Management.	Cyber Center	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.1.3.6	Provide AD infrastructure management and monitoring .	Cyber Center	WNET	B	24x7 service availability					
700.1.3.7	Provide AD situational awareness (e.g. dashboard or reporting tool).	Cyber Center	WNET	B	24x7 service availability					
700.1.3.8	Provide NEC and other customers with information regarding AD service degradation or interruptions.	Cyber Center	WNET	B	24x7 support availability	Within 30 minutes				

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700.1.3.9	Maintain AD domain controllers and other NETCOM managed AD CIs; update all CI as required to meet minimum security baseline requirements.	Cyber Center	WNET	B	Support Availability 0700-1700 daily /w On Call After Hours					
700.1.3.10	Continuously monitor domain controllers in order to detect malfunction, intrusion attempts, and anomalies.	Cyber Center	WNET	B	24x7 service availability					
700.1.3.11	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/ WNET	B	24x7 support availability	0700 - 1700 on non-holiday workdays 30 minutes; 4 hours all other times				
Function - 700.1.7 - Storage Services										
700.1.7.1	Maintain file storage (home directories, workgroup shares). Provide 100MB per authorized user as baseline. Additional storage (along with required maintenance for additional storage) is mission-funded. Create common shared folders on a storage drive to enable a group of employees to share and work on same files.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	1 business day; 2 hours for Priority users		Resolve within 4 business days of Response time less authorized wait time for Non-priority Users; Resolve within 1 business day of Response time less authorized wait time for Priority Users	Free disk space should be greater than 20% of disk capacity.	Perform weekly backup outside of normal business hours; perform weekly scan
700.1.7.2	Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements.	NEC		MF						
700.1.7.3	Proactively monitor hardware storage space.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays				Free disk space should be greater than 20% of disk capacity	Perform weekly scan
700.1.7.6	Perform and support full storage system backups at least once per week for each provisioned volume with application based transaction log backups to recover data created between full backups.	Cyber Center	WNET	B	Support Availability 1700-0400 daily					Perform and monitor backups daily. Full system backups monthly
700.1.7.7	Perform data replication at a remote location to enable real-time recovery of data and application. Replication supports scheduled data replication consistent with RMF requirements of the system.	Cyber Center	WNET	B	24x7 service availability					
700.1.7.8	Perform and support full storage system backups at intervals specified by the application owner for each provisioned volume with application-based transaction log backups to recover data created between full backups.	Cyber Center		MF						
700.1.7.9	Provide protected local COOP storage.	Cyber Center		MF						

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700.1.7.10	Provide COOP data recovery at second Data Center/IPN using remote storage backup that is a final operational capability (FOC for Microsoft applications, post FOC for Unix and Linux applications).	Cyber Center		MF							
700.1.7.11	Provide a capability to move storage from one Data Center/IPN to another.	Cyber Center		MF							
700.1.7.12	Provide performance capacity planning, management, operations and maintenance of SAN equipment and services.	Cyber Center	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
700.1.7.13	Provide storage management functions at the Data Center/IPN that includes monitoring, allocation, and recommend storage usage based on agreed-upon directives.	Cyber Center	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
700.1.7.15	Provide high availability SAN-based data pathing for hosted application data storage.	Cyber Center	WNET	B	24x7 service availability						
700.1.7.18	Provide data storage access and capacity in support of Army deployments, BRAC, DoD, and other related hosted applications.	Cyber Center		MF							
700.1.7.19	Provide storage utilization, performance reporting, trending, and management capabilities.	Cyber Center	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
700.1.7.21	Provide support for DR/COOP that will have the ability to effectively and efficiently use bandwidth in support of synchronous and asynchronous replication to and from heterogeneous storage and server platforms (Timeframe will be negotiated between the Cyber Center and the NEC).	Cyber Center	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
700.1.7.22	Provide local touch labor (troubleshooting, repairing, etc.).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	1 business day; 2 hours for Priority users					
700.1.7.23	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							
700.1.7.24	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/ WNET	B	24x7 support availability	0700 - 1700 on non-holiday workdays 30 minutes; 4 hours all other times					
Primary Service Category (PSC) 700.2 - Database Administration Services - Provide database, master file, and data warehouse support, and administration and support for standard database software.											
Function - 700.2.1 - Administration and Maintenance											
700.2.1.1	Perform local database administration for standard database software for Army Enterprise Systems.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						

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700.2.1.2	Develop, field, and support database applications.	NEC		MF							
700.2.1.3	Perform database builds, reorganizations, maintenance, tuning, backups, restorations, and query design.	NEC		MF							
700.2.1.4	Perform file transfers (file transfer protocols [FTP's]), loads, downloads, data file manipulation, data archiving, coordination, familiarization, and implementation of actions required. Processing of superscans, driver actions, and updates/changes to unique and standard master files.	NEC		MF							
700.2.1.5	Perform incremental backups and full system backups for standard databases for Army Enterprise Systems .	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 1700-0400 daily						Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours
700.2.1.6	Provide SQL Database storage and server incident/event resolution for the Common Operating Picture (COP) solution being used by the Installation Emergency Service Support Center	NEC	QOIM	B	24x7 support availability	0700 - 1700 on non-holiday workdays 30 minutes; 4 hours all other times				Resolve within 2 hours of Response Time less authorized wait time	
700.2.1.7	Operate and maintain standard database servers for Army Enterprise Systems.	NEC/Cyber Center	QOIM/ WNET	B	24x7 service availability (less scheduled down time)						
Function - 700.2.2 - Data Warehouses and Data Mining Services											
700.2.2.2	Provide data mining services.	NEC		MF							
Primary Service Category (PSC) 700.3 - Desktop/ Software/Peripheral Support Services - Provide desktop, software, and peripheral support, release management, and account management. Includes touch labor for this PSC.											
Function - 700.3.1 - Desktop Software Service											
700.3.1.1	Install approved for use desktop software.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
700.3.1.3	Perform release management to include commercial software, standard software, and new system releases.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	2 business days					

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700.3.1.4	Automated software updates, security updates, and vendor patches (service packs, service releases), etc. will be provided to end user devices (including classroom computers) on the enterprise network (not an enclave, separately managed). End user activity is responsible to ensure device availability. End user activity is NOT responsible for failed patches. (Failed patches on mission systems (i.e., classroom computers) WILL NOT be mitigated by the NEC as a baseline service).	NEC/Cyber Center	QOIM/WNET	B				95% of devices within 10 days, 98% within 20 days, 100% within 30 days.		
700.3.1.5	Maintain accountability for COMMON USER ENTERPRISE desktop software licenses.	ARNG/USAR	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					Perform annual inventory certification
700.3.1.6	Provide Local Touch Labor Services to include installation, troubleshooting, and software updates, security updates, vendor patches (service packs, service releases), etc, when electronic application means do not exist.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	1 business day less authorized wait time; 2 hours for Priority users less authorized wait time		Resolve within 4 business days of Response time less authorized wait time for Non-priority users; Within 1 business day of Response Time less authorized wait time for Priority Users.		
700.3.1.7	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
700.3.1.8	Build and provide for advertisement patch packages containing software updates, security updates and vendor patches for push to end user devices.	NEC/Cyber Center	QOIM/WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.					
Function - 700.3.2 - Software / Application Development for All Automation System Types										
700.3.2.1	Design, develop, and maintain all types of application systems using standard programming languages. Develop applications to support user requirements, but not limited to creation of the data models, databases, survey/add/update of reuse library, development of interfaces, application control logic, forms (screens), objects, reports, queries and menus.	NEC		MF						
700.3.2.2	Design and develop mainframe applications and bridges to meet local requirements.	NEC		MF						
700.3.2.3	Plan tests, prepare test data, execute testing, identify, analyze and repair errors and retest an application or module prior to implementation and placing into production.	NEC		MF						
700.3.2.4	Prepare, update and distribute end-user and/or system operator's manuals that contain the product design and procedures and other relevant information necessary to use and administer the system. Also prepare, update and distribute on-line help facilities, technical manuals, Standing Operating Procedures (SOPs), Instructions on the Army Standard software suite and maintain automation documentation and application software inventory documentation library.	NEC		MF						

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700.3.2.5	Assist users in identifying service requirements and developing appropriate technical specifications that are consistent with user needs. Provide advice on automating functions, integrating requirements with existing capabilities, communication requirements, control and administration of systems, types of information management systems, operating systems, equipment; infrastructure compatibility. The NEC will not produce requirement documentation for the customer; however, the NEC will provide users recommended equipment and software lists.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	2 business days			
Function - 700.3.4 - Computers and Peripheral Devices									
700.3.4.1	Acquisition and replacement (to include life-cycle) of end user devices to include computers, printers, laptops, scanners, and other hardware.	NEC		MF					
700.3.4.2	Configuration of authorized end user and network devices to include computers, printers, laptops, scanners, and other hardware.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	1 business day less authorized wait time; 2 hours for Priority users less authorized wait time		Resolve within 4 business days of Response time less authorized wait time for Non-priority users; Within 1 business day of Response Time less authorized wait time for Priority Users.	
700.3.4.3	Evaluate customer prepared request for acquisition and life-cycle replacement of end user devices to include computers, printers, laptops, scanners, and other hardware.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays			Resolve within 5 business days less authorized wait time.	
700.3.4.4	Configuration of bulk authorized end user and network devices to include computers, printers, laptops, scanners, and other hardware (when request is for 15 or more devices to replace existing operational devices).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	Respond within 2 business days		Resolve within 45 days of Response Time less authorized wait time.	Up to 500 devices per mission partner
700.3.4.5	Provide Local Touch Labor Services to include installation, troubleshooting, repairing; DOES NOT INCLUDE cost for replacement parts, unpacking, hardware setup and moving equipment.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	1 business day less authorized wait time; 2 hours for Priority users less authorized wait time		Resolve within 4 business days of Response Time less authorized wait time for Non-priority users; Within 1 business day of Response Time less authorized wait time for Priority Users.	
700.3.4.6	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF					

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700.3.4.7	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	Cyber Center	WNET	B	24x7 support availability	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					
Function - 700.3.5 - IT Training											
700.3.5.1	Provide any required end-user training that is not available through Army e-Learning.	NEC		MF							
Function - 700.3.8 - Copier Management											
700.3.8.1	Evaluate customer prepared requests for network multi-function copiers, copiers, and Printers. Advise and recommend placement and consolidation of network multi-function copiers.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	Respond within 2 business days		Resolve within 5 days of Response Time less authorized wait time.			
Primary Service Category (PSC) 700.4 - Web Support Services - Provide web hosting operations and management services. Operate and maintain web proxy servers.											
Function - 700.4.1 - Web Hosting											
700.4.1.1	Install, configure and administer common user web and portal servers.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
700.4.1.3	Monitor web pages and applications for security and standards compliance and verify that user developed web pages follow regulations (508 and Department of Defense [DoD] web policy).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						Perform monthly scan for compliance
700.4.1.9	Provide Web Application incident/event resolution for the Installation Emergency Service Support Center Common Operating Picture (COP) system.	NEC	QOIM	B	24x7 service availability	0700 - 1700 on non-holiday workdays 30 minutes; 4 hours all other times		Resolve within 2 hours of Response Time less authorized wait time			
700.4.1.10	Operate and maintain common user web and portal servers.	NEC	QOIM	B	24x7 service availability (less scheduled down time)						Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours
Function - 700.4.2 - Web Site and Web Page Development and Maintenance											
700.4.2.1	Design, develop, and maintain static and dynamic web sites or portals using standard programming languages.	NEC		MF							
700.4.2.2	Design, develop, and maintain web pages using standard programming languages.	NEC		MF							

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700.4.2.3	Provide web master services.	NEC		MF							
Function - 700.4.3 - Web Application Development											
700.4.3.1	Develop, deploy, and maintain web based applications.	NEC		MF							
Function - 700.4.4 - Proxy, Caching, and Web Filtering Service											
700.4.4.1	Operate and maintain web monitoring and filtering systems IAW applicable laws and regulations.	NEC/Cyber Center	QOIM/ WNET	B	24x7 service availability	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					Continuous
700.4.4.2	Operate and maintain web proxy servers.	NEC/Cyber Center	QOIM/ WNET	B	24x7 service availability	0700-1700 on non-holiday workdays 30 minutes; 4 hours all other times					Continuous
700.4.4.4	Provide monitoring and defense of all Army Web servers at the theater level through the use of reverse Web proxy system .	Cyber Center	WNET	B	24x7 service availability	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					Continuous
700.4.4.5	Maintain reverse proxy security configurations in a current state to provide bi-directional protection of local web sites and prevent web site defacing from outside sources.	Cyber Center	WNET	B	24x7 service availability	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					Continuous
700.4.4.7	Assume ownership of a web proxy incident event when detected and continuously monitor the event while managing restoration activities.	Cyber Center	WNET	B	24x7 service availability	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					Continuous
Primary Service Category (PSC) 700.5 - File, Print & Mission Server Support Services - Provide hardware and software support to any type of common-user server and Enterprise Operations server support. Includes touch labor for this PSC.											
Function - 700.5.1 - Server Administration											
700.5.1.1	Provide system administration and operating system support for file, print, and common user application servers, server farms/banks. Includes hardware monitoring.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
700.5.1.2	Provide and install hardware, operating system, and software for file, print, and common user applications servers, and server farms/banks.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						

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700.5.1.4	Install security, operating system service packs, patches and application updates and patches on all common user servers and test and verify system is not adversely affected by patch .	NEC/Cyber Center	QOIM/ WNET	B	24x7 service availability (less scheduled down time)	As directed					
700.5.1.6	Perform system backups for each file, print, and common user applications server.	NEC/Cyber Center	QOIM/ WNET	B							Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours
700.5.1.7	Monitor system logs, security logs, and application logs for each file, print, and common user applications server.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						At least once daily
700.5.1.15	Provide Domain Name Server (DNS) services that include the address resolution of Uniform Resource Locator (URL) to IP addresses. Fully Qualified Domain Name (FQDN) to IP address.	Cyber Center	WNET	B	24x7 service availability						
700.5.1.16	Install, configure and administer DNS servers.	Cyber Center	WNET	B	Support Availability 0700-1700 daily /w On Call After Hours						Perform weekly backup, check logs daily
700.5.1.17	Operate and Maintain WINS server for Windows networking name resolution.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						Perform weekly backup
700.5.1.18	Perform release management to include commercial software, standard software, site license management, for new system releases for NEC managed systems.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
700.5.1.19	Maintain accountability for software licenses and non-mission unique server licenses for NEC managed systems.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
700.5.1.22	Operate and maintain the DNS servers.	Cyber Center	WNET	B	24x7 service availability (less scheduled down time)						
700.5.1.29	Provide 911/E911 Emergency Service Server Support. This support consists of operating and maintaining data center environment for backend computing resources necessary to operate a 911/E911 Emergency Support Center (for servers that are NEC-managed).	NEC	QOIM	B	24x7 service availability (less scheduled down time)	Response within 2 hours.		Resolve within 4 hours of incident request less authorized wait time.			

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
700.5.1.30	Provide local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	4 hours for mission critical systems; next business day for routine systems					Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within1 business day of incident generation less authorized wait time for Priority Users.
700.5.1.31	Provide local touch labor (troubleshooting, repairing, etc.) for Enterprise assets managed by the Cyber Center.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily /w On Call After Hours	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					
700.5.1.32	Operate and maintain file, print, and common user application servers and server farms/banks.	NEC/Cyber Center	QOIM/ WNET	B	24x7 service availability (less scheduled down time)						
Function - 700.5.2 - Mission-Specific Server Administration											
700.5.2.1	System Administration for mission-specific servers.	NEC		MF							
700.5.2.2	Provide and install hardware, operating system, and software for mission-specific servers.	NEC/Cyber Center		MF							
700.5.2.3	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							
Function - 700.5.6 - Server Administration Support to Tactical Deployable Systems											
700.5.6.1	System Administration for mission-specific servers.	NEC		MF							
700.5.6.2	Provide and install hardware, operating system, and software for mission-specific servers.	NEC/Cyber Center		MF							
700.5.6.3	Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements.	NEC		MF							
700.5.6.4	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							
Function - 700.5.7 - Other Servers to Tactical Deployable Systems											

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
700.5.7.1	Operate, maintain, and administer PDA, SMS (system management server), Streamed Video Server, Virtual Conferencing Server, Structured Query Language (SQL), and other servers.	NEC		MF							
700.5.7.2	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							
Primary Service Category (PSC) 700.6 - Management of Data Network Services - Provide management of various types of Local Area Network (LAN) and Campus Area Network (CAN); Provide management of Wide Area Network (WAN) connectivity to include supporting the automated systems linked to the network; manage local dial-in server and access.											
Function - 700.6.1 - External Networks											
700.6.1.1	Manage and maintain connection to external networks, to include but not limited to: NIPRNET, SIPRNET, Defense Switched Network (DSN), Public Switched Telephone Network (PSTN), Army Reserve Network (ARNET), Army National Guard Network (GUARDNET), Defense Research Engineering Network (DREN), Simulations Network (SIMNET), and Army intranets within existing capability.	NEC/Cyber Center	QOIM/ WNET	B	24x7 service availability (less scheduled down time)					NIPRNET and SIPRNET operate at less than 80% of available bandwidth capacity 0700-1700 (local time)	
700.6.1.2	Manage additional network requirements beyond existing capabilities.	NEC		MF							
700.6.1.3	Report IDS/IPS outage.	Cyber Center	WNET	B	24x7 support availability	30 min open ticket					
700.6.1.4	Report Communications Systems OSI Layer 2/3 TLA switch failure/isolation.	Cyber Center	WNET	B	24x7 support availability	15 min open ticket					
700.6.1.8	Report CS/NCS DSNB HAZCONS.	Cyber Center	WNET	B	24x7 support availability	30 min open ticket					
700.6.1.9	Conduct after-action analysis of all intrusions and report the results.	Cyber Center/ACOIC	WNET	B	24x7 support availability						
700.6.1.10	Provide local TLA touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	0700-1700 on non-holiday workdays 30 minutes; 4 hours all other times				Resolve within 1 business day of incident generation less authorized wait time.	
700.6.1.11	Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.)	NEC		MF							
Function - 700.6.2 - Virtual Private Network (VPN)											

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
700.6.2.1	Install, configure, operate and maintain a VPN server capability for remote broadband network access from remote locations for point to point VPN tunnel.	NEC		MF							
700.6.2.2	Monitor and manage Remote Access Servers (VPN, Remote Web Access, etc).	Cyber Center	WNET	B	24x7 support availability						
700.6.2.4	Configure, implement VPNs for a dynamic site to site VPN structure that will support efficient, confidential communication directly between sites, IPN to IPN, and site to IPN connections.	Cyber Center	WNET	B	24x7 support availability						
700.6.2.5	Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.)	NEC		MF							
700.6.2.6	Monitor and manage Remote Access Servers (VPN, Remote Web Access, etc).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours						
700.6.2.7	Operate and maintain VPNs for a dynamic site to site VPN structure that will support efficient, confidential communication directly between sites, IPN to IPN, and site to IPN connections.	Cyber Center	WNET	B	24x7 service availability (less scheduled down time)						
700.6.2.8	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours; Cyber Centers:24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					
Function - 700.6.3 - Coalition WAN											
700.6.3.1	Manage Coalition WAN service.	NEC		MF							
700.6.3.2	Install, configure operate and maintain a classified but releasable coalition network to support coalition partners and foreign liaison officers .	NEC/Cyber Center		MF							
700.6.3.3	Engineer, configure and install and expansion of the secret releasable coalition network and new requirements are identified.	NEC/Cyber Center		MF							
700.6.3.4	Operate and maintain classified coalition WAN.	Cyber Center		MF							
700.6.3.5	Provide mission-specific WAN touch labor (troubleshooting, repairing, etc.)	NEC		MF							

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.6.3.6	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/WNET	B	24x7 support availability	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)				
Function - 700.6.4 - Local Area Network (LAN) and Campus Area Network (CAN)										
700.6.4.1	Operate and maintain SIPRNET LAN and CAN connectivity (down to the battalion) between computers and associated devices.	NEC	QOIM	B	24x7 service availability (less scheduled down time)				100MB to the desktop; switch port utilization at less than 80% capacity	
700.6.4.2	Manage SBU LAN network expansion.	NEC		MF						
700.6.4.3	Operate and maintain NIPRNET connectivity and operate ICAN between LANs and computer resources.	NEC	QOIM	B	24x7 service availability (less scheduled down time)				switch port utilization at less than 80% capacity	
700.6.4.4	Manage SBU CAN network expansion.	NEC		MF						
700.6.4.5	Manage CAN and LAN classified user expansion.	NEC		MF						
700.6.4.6	Provide local common-user (NIPRNET AND SIPRNET) LAN and ICAN touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	0700-1700 on non-holiday workdays 30 minutes; 4 hours all other times		Resolve within 1 business day of incident generation less authorized wait time.		
700.6.4.7	Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.)	NEC		MF						
700.6.4.8	Manage dynamic allocation of internet protocol (IP) address space.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.6.4.9	Assign and maintain IP address database using DHCP or Static IP Addressing.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.6.4.10	Develop and modify IP Assignment Schema.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
Function - 700.6.7 - Network Management										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	PERFORMANCE STANDARDS				Capacity	Workload
						Response Time	Reliability	Resolution			
700.6.7.1	Monitor the ICAN and LAN by utilizing enterprise management software to monitor network performance, analyze network activity, and maintain network availability. Perform network discovery and conduct fault analysis.	NEC/Cyber Center	QOIM/ WNET	B	24x7 service availability (less scheduled down time)						
700.6.7.2	Conduct event management on network infrastructure and monitor services.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays; Cyber Centers:24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					
700.6.7.3	Provide network utilization reports.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						By request
700.6.7.4	Manage network equipment/software to include configuration management and capacity management.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays; Cyber Centers:24x7						
700.6.7.8	Perform undisclosed classified incident recovery across network.	NEC/Cyber Center		MF							
700.6.7.9	Operate and maintain common core (backbone infrastructure) network infrastructure equipment.	NEC/Cyber Center	QOIM/ WNET	B	24x7 service availability (less scheduled down time)						
700.6.7.10	Provide port authentication (ex.: 802.1x).	NEC/Cyber Center	QOIM/ WNET	B	24x7 service availability	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					
700.6.7.12	Perform major TLA management functions to include: configuration control of TLA baseline.	Cyber Center	WNET	B	24x7 support availability						
700.6.7.13	Provide assistance and coordinate theater network problem resolution actions that effect theater operations .	Cyber Center	WNET	B	24x7 support availability	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					
700.6.7.15	Coordinate Incident Management actions with effected organizations (e.g., NEC) to ensure timely recovery and minimal operational impact when responding to network outages.	Cyber Center	WNET	B	24x7 support availability						
700.6.7.18	Report circuit outage.	Cyber Center	WNET	B	24x7 support availability	Response time per theater CCIR Matrix identifies specified response times					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.6.7.21	Provide Tactical Deployable Network Monitoring Capability (Installation as a Docking Station - (IaaS)).	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays; Cyber Centers:24x7					
700.6.7.22	Operate and Maintain Network Capacity and Availability Monitoring System service.	Cyber Center	WNET	B	24x7 service availability					
700.6.7.27	Provide local common-user LAN and ICAN touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	4 hours for mission critical systems; next business day for routine systems		Resolve within 1 business day of incident generation less authorized wait time.		
700.6.7.28	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours; Cyber Centers:24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)				
700.6.7.29	Perform major TLA management functions to include: operate and maintain all components of the TLA; problem resolution for WAN/LAN traffic issues traversing the TLA.	Cyber Center	WNET	B	24x7 service availability	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)				
700.6.7.30	Maintain DNS tables and update tables. Maintain records of registered DNS registrations and set standard naming conventions for DNS registrations.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.6.7.31	Establish perimeter boundaries for IPs.	Cyber Center	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.6.7.32	Monitor IP address utilization.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					Continuous
700.6.7.33	Own and manage army.mil name space.	Cyber Center	WNET	B	Support Availability 0700-1700 daily /w On Call After Hours	Per established SOP				
700.6.7.34	Allocate IP address blocks to Army organizations.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily /w On Call After Hours	Per established SOP				As requested
Function - 700.6.10 - Data Network Planning										
700.6.10.3	Design, engineer and develop contract specifications for network equipment in support of Military Construction Army (MCA) projects, Unspecified Minor Military Construction Army (UMMCA) projects, and local minor construction/ renovation/expansion projects. Update and maintain installation network standards utilized in solicitation or contractual documents. Provide field evaluation reports on contractor performance.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	PERFORMANCE STANDARDS					
						Response Time	Reliability	Resolution	Capacity	Workload	
Function - 700.6.12 - Wireless Computing Services											
700.6.12.1	Operate and maintain Wireless Network Infrastructure as part of the existing installation infrastructure	NEC	QOIM	B	24x7 service availability (less scheduled down time)						
700.6.12.3	Provide local common-user LAN and ICAN touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	4 hours for mission critical systems; next business day for routine systems		Resolve within 1 business day of incident generation less authorized wait time.			
Function - 700.6.13 - Cross Domain Solutions											
700.6.13.1	Implement, maintain cross domain solutions.	Cyber Center		MF							
700.6.13.3	Provide local touch labor (troubleshooting, repairing, etc.).	NEC/Cyber Center		MF							
Function - 700.6.14 - WAN-Services											
700.6.14.1	Operate and maintain various WAN services.	Cyber Center	WNET	B	24x7 service availability						
700.6.14.3	Provide local touch labor (troubleshooting, repairing, etc.) for Cyber Center assets.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours; Cyber Centers:24x7	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs)					
Primary Service Category (PSC) 700.8 - Automation & Network Continuity of Operations Plan (COOP) and OPLAN Support Services - Provide Continuity of Operations Plan (COOP) planning and preparation support.											
Function - 700.8.1 - COOP Administration											
700.8.1.1	Develop, implement and exercise IT Service Continuity Management in support of installation COOP for critical portions of the automation infrastructure.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						Exercise COOP annually
700.8.1.2	Prepare, monitor, and evaluate IT Service Continuity Management in support of installation COOP with each NEC/DOIM supported customer activity. Store weekly backups at offsite location.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						Review annually; 1 backup per system per week stored offsite.
Function - 700.8.2 - Disaster Recovery											
700.8.2.1	Restore critical automation services and data in event of disaster.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays			Restore within 24 hours			

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	PERFORMANCE STANDARDS				
						Response Time	Reliability	Resolution	Capacity	Workload
700.8.2.2	Develop, implement and exercise the disaster recovery plan for critical portions of the automation infrastructure, to include critical services and data. Store weekly backups at offsite location .	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					Exercise annually
Function - 700.8.3 - Operations Plan (OPLAN) Support										
700.8.3.1	Provide Automation and Network Operations planning support to OPLAN development. Identify automation and network requirements resulting from any surge/change in on-post staffing due to force/equipment/supply flow & support requirements. Develop contingency service level agreements (SLA) to implement any increases in support upon OPLAN activation at the time it is required.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.8.3.3	Exercise or review OPLAN(s).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					Exercise or review annually
Primary Service Category (PSC) 700.10 - Automation and Network Service Support - Provide hardware, software, and telephone support to include: provide customers with initial POC for service requests and problem reporting; track, audit, and resolve issues; and provide feedback and close loop with customer.										
Function - 700.10.1 - Service Support										
700.10.1.1	Receive, document, assign, monitor, and resolve Incident and Service Requests.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					Resolve 80% of assigned Tier 2 Service Requests
700.10.1.3	Provide service desk / systems management data analysis: includes service desk management tool and outputs associated to trend analysis and service desk performance.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays	Issue daily Performance Reports				
700.10.1.4	Provide notifications of planned or unplanned system maintenance or degradation.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays	Notifications sent no less than 24 hours prior to planned maintenance or in accordance with CCIR SOPs for unplanned maintenance/degradation.				
700.10.1.5	Send out customer satisfaction surveys after completion of work.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	Surveys sent within 3 business days of work completion				
700.10.1.6	Review and analyze customer satisfaction surveys; initiate follow-up and corrective action as required.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays			Follow-up with corrective action within 2 business days		
700.10.1.7	Provide bills/invoices to customers for services received on a quarterly basis.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
700.10.1.8	Receive (quarterly) payment from customers for reimbursable services.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.10.1.10	Property accountability for NEC/Cyber Center equipment.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.10.1.12	Operate a 24x7 Network Operations Desk that monitors supported systems, provides situational awareness, and serves as the focal point.for theater services.	Cyber Center	WNET	B	24x7 support availability					
700.10.1.13	Operate and Maintain Enterprise Management Tools .	Cyber Center	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.10.1.14	Report site facility isolation and power failures.	NEC/Cyber Center	QOIM/ WNET	B	24x7 support availability	In accordance with CCIR and/or local procedures				
700.10.1.18	Report facilities HAZCONs.	NEC/Cyber Center	QOIM/ WNET	B	24x7 support availability	In accordance with CCIR and/or local procedures				
700.10.1.20	Operate, and maintain Enterprise Management Tools .	Cyber Center	WNET	B	24x7 service availability					
700.10.1.21	Conduct reporting as directed by Commanders Critical Information Requirements (CCIR).	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays; Cyber Centers:24x7	Response time per theater CCIR Matrix identifies specified response times				
Function - 700.10.2 - Automation and Network Service Support Planning										
700.10.2.1	Plan, define, and integrate the interdependencies of various IT/Cyber Security programs, budgetary requirements, funding profiles, and prioritization of requirements for the NEC.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.10.2.2	Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.10.2.3	Exercise control and configuration, as well as day-to-day management and protection, of the Army theater -level networks, systems, and applications.	Cyber Center	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.10.2.4	Customer IT requirement review to ensure installation architectural compatibility (e.g., Requirements Documents, Information Technology Approval System (ITAS)).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
700.10.2.5	Coordinate with management of Enterprise Configuration Management Database (CMDB) entries in order to provide enterprise-wide dissemination and access supporting/follow-on work orders and tasks.	ACOIC	WNET	B	24x7 support availability					
Function - 700.10.3 - Service Level Management										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	PERFORMANCE STANDARDS			
						Response Time	Reliability	Resolution	Capacity
700.10.3.1	Provide technical support to customer activities in defining the C4IM services to be provided and responsibilities of each party in the development of SLA.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays				
700.10.3.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays				
700.10.3.3	Monitor and report Service Delivery to leadership and customers.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays				
700.10.3.4	Conduct financial analyses to determine total costs of services provided. Perform financial management of IT services functions and perform incident and problem management functions.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays				
700.10.3.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays				
700.10.3.8	Provide training and guidance for Information Management Officers (IMOs) and others.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays				
Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.									
Primary Service Category (PSC) 701.1 - Telephone and Data Infrastructure - Provide cable infrastructure, premise equipment, telephone service, (except customer required calling features and modernization programs). Includes touch labor support for this PSC.									
Function - 701.1.1 - Telephone									
701.1.1.1	Provide dial tone service (voice and data) on government property to connect to any location worldwide. (Does not include usage by customer).	NEC	QOIM	B	24x7 service availability (less scheduled down time)				
701.1.1.2	Provide Dual Tone Multi-Frequency (DTMF) type telephones.	NEC	QOIM	B	24x7 service availability (less scheduled down time)		Add, move or change within 5 business days of request	One (1) per installation user	One (1) Add, move or change per 10 individuals in same office or organization per year
701.1.1.3	Design, engineer, install, configure, operate, maintain and repair digital, Voice over Secure Internet Protocol (VoSIP) telephone and UC service (PROCUREMENT OF VoSIP EQUIPMENT IS MISSION FUNDED).	NEC	QOIM	B	24x7 service availability (less scheduled down time)				
701.1.1.6	Provide VoIP support (ONCE LOCAL SESSION CONTROLLER IS IN PLACE)	NEC	QOIM	B	24x7 service availability (less scheduled down time)				

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
701.1.1.7	Provide telephone moves, adds, and changes for MCA/SRM/Projects other than construction.	NEC		MF							
701.1.1.8	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	1 business days; 2 hours for Priority users			Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within1 business day of incident generation less authorized wait time for Priority Users.		
701.1.1.9	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							
701.1.1.10	Provide moves, adds, changes to user accounts and network configuration for DISA Enterprise Voice over IP (EVoIP) customers and Enterprise Classified Voice over IP (ECVoIP) customers (PROCUREMENT OF ECVoIP INFRASTRUCTURE AND END INSTRUMENTS is the responsibility of the customer).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
Function - 701.1.2 - Calling Features											
701.1.2.1	Provide Central Office (CO) switch features e.g. call forwarding, call transfer (3-way conference), ring again, last number redial, call pickup, speed calling, caller ID, and others if the phone supports.	NEC	QOIM	B	24x7 service availability (less scheduled down time)						
701.1.2.2	Provide integrated voice conference bridge (up to 30 parties).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
Function - 701.1.3 - Wireline Access Features											
701.1.3.1	Provide access to service for the transmission of official government business incurring commercial or international long distance charges.	NEC		MF							
701.1.3.3	Provide access to service for the transmission of official government business to include on post, local commercial and DSN.	NEC	QOIM	B	24x7 service availability (less scheduled down time)						
Function - 701.1.4 - Telephone Firewall											

Task ID	Task	Service Provider	MDEP	Baseline (B) /	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Workload
				Mission Funded (MF)			Reliability	Resolution	Capacity	
701.1.4.1	Operate and maintain an installation telephone switch firewall. [A firewall helps secure your enterprise against many vulnerabilities, including: hacker access to modems. Removal of proprietary or classified information from the enterprise via unauthorized modems. Toll fraud (improper use of fax or other lines for personal voice calls or other unauthorized purposes). Access to 1-900 and other cost-per-call numbers. Access to unauthorized Internet Service Providers (ISPs). The Firewall performs firewall-like functions for the telecommunications system between end-user stations and the Private Branch Exchange (PBX) or Central Office (CO) switches].	NEC/Cyber Center	QOIM/WNET	B	24x7 service availability (less scheduled down time)					
701.1.4.2	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	4 hours for mission critical systems; next business day for routine systems		Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within1 business day of incident generation less authorized wait time for Priority Users.		
Function - 701.1.5 - Telephone Switch Operation Services										
701.1.5.1	Operate and maintain common user telephone switches, remote switches, nodes, and PBXs.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours				Operate at less than 80% available Switch capacity.	
701.1.5.2	Upgrade and modify telephone switches, remote switches, nodes, and PBXs.	NEC	QOIM	B	Support availabilty 1700 - 0700 on non holiday workdays.					Installs, upgrades, and swaps of network equipment performed after normal business hours
701.1.5.3	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	4 hours for mission critical systems; next business day for routine systems		Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within1 business day of incident generation less authorized wait time for Priority Users.		
Function - 701.1.6 - Operator Service										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
701.1.6.1	Provide common user automated attendant or attended operator services.	NEC	QOIM	B	Attended support 0700-1700 on non-holiday workdays; automated support services 24x7	Within three rings for both attended and automated attendant				
Function - 701.1.8 - Voice Mail Box										
701.1.8.1	Provide voice mail box service.	NEC	QOIM	B	24x7 service availability (less scheduled down time)			Within 5 business days of request	One (1) per installation user	
701.1.8.2	Phone sets will advertise waiting messages visually and/or audibly. (If capability currently exists, the service is provided as Baseline. Customer pays for establishing upgrading or expanding service).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
Function - 701.1.9 - Integrated Voice Messaging System (IVMS) / Call Management System										
701.1.9.1	Provide voice messaging transmission, reception, and voice message storage 24 hours-per-day except for periodic maintenance downtime, accessible anywhere and anytime. Each IVMS shall be interoperable with DSN.	NEC		MF						
701.1.9.2	Phone sets will advertise waiting messages visually and/or audibly.	NEC		MF						
701.1.9.3	Provide an IVMS service with interaction with DTMF signaling.	NEC		MF						
701.1.9.4	Provide user security via password management.	NEC		MF						
701.1.9.5	Provide a user review of message(s) before release, with options to edit only, send, and delete.	NEC		MF						
701.1.9.6	Provide user transmission and receipt of messages for optional access and storage for future retrieval.	NEC		MF						
701.1.9.7	Provide a notification method of non-delivery of messages.	NEC		MF						
701.1.9.8	Provide call answering with personal greeting.	NEC		MF						
701.1.9.9	Includes a call transfer and an escape feature.	NEC		MF						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
701.1.9.11	Install phones in automatic call distribution (ACD) call group and set up switch programming/features.	NEC		MF						
701.1.9.12	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
Function - 701.1.10 - Installation Infrastructure										
701.1.10.1	Design, engineer and configure, the common user building information technology infrastructure support voice and video. This includes the layers 1 through 7 of the Open Systems Interconnection (OSI) Basic Reference Model for common user voice/video networks or layers 1 through 4 of the OSI Basic Reference Model.	NEC	QOIM	B	24x7 service availability (less scheduled down time) for the infrastructure					
701.1.10.3	Provide installation and maintenance services for mission-specific requirements.	NEC		MF						
701.1.10.4	Inspect and maintain communication infrastructure within underground cable enclosures (manholes, handholes, pull holes, and vaults).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					Inspect yearly and repair as required
701.1.10.5	Maintain an electronic & hard copy Plant in Place (PIP) drawing library.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays			Redline drawings completed within 3 days of required changes		
701.1.10.6	Operate and maintain common core (backbone infrastructure) voice/telephony network infrastructure equipment.	NEC	QOIM	B	Support availability 1700 - 0700 on non holiday workdays.					Installs, upgrades, and swaps of network equipment performed after normal business hours
701.1.10.7	Assist, coordinate, troubleshoot and identify problems involving the connectivity to Deployable Networks and digital service range support which exists on or connected to the Generating Force or installation common user networks infrastructure.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	Within 2 hours				
701.1.10.9	Provide support for the Installation Information Infrastructure Modernization Program (I3MP) (e.g. site surveys, data calls).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
701.1.10.10	Maintain one of the Army systems for managing and storing engineering drawings (e.g., Joint Engineering Data Management and Control System).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
701.1.10.11	Property accountability for telecom equipment.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
701.1.10.13	Provide and maintain Fly away communication teams for VIPs.	NEC/Cyber Center		MF							
701.1.10.14	Design, engineer, install, configure, operate and maintain a Dense Wavelength Division Multiplexing (DWDM) capability in support of the common user installation information technology infrastructure.	NEC	QOIM	B	24x7 service availability (less scheduled down time)	Touch labor support within 2 hours					
701.1.10.15	Design, engineer and develop contract specifications for building mass notification systems in support of Military Construction Army (MCA) projects, Unspecified Minor Military Construction Army (UMMCA) projects, and local minor construction/ renovation/expansion projects. Update and maintain building mass notification standards utilized in solicitation or contractual documents.	NEC		MF							
701.1.10.16	Design, engineer and develop contract specifications for network connectivity to support building energy management/monitoring systems in support of Military Construction Army (MCA) projects, Unspecified Minor Military Construction Army (UMMCA) projects, and local minor construction/ renovation/expansion projects. Update and maintain building network energy management/ monitoring standards utilized in solicitation or contractual documents.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
701.1.10.17	Design, engineer, and install Wireless Network Infrastructure as part of an expansion to the current installation infrastructure (installation, training, and equipment costs are paid by the customer).	NEC		MF							
701.1.10.18	Operate and maintain various multiplexing services to include IDNX/PROMINA; DWDM.	NEC	QOIM	B	24x7 service availability	5 min open ticket					Report failure and maintain system
701.1.10.19	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	4 hours for mission critical systems; next business day for routine systems		Resolve within 4 business days of incident generation less authorized wait time for Non-priority users; Within1 business day of incident generation less authorized wait time for Priority Users.			
701.1.10.20	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							
701.1.10.22	Design, engineer, install, and procure Wireless Intrusion Detection System (WIDS) solution for installation infrastructure	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
Function - 701.1.11 - Defense Switch Network (DSN)											
701.1.11.2	Provide DSN to Headquarters Commandant for transmission, switching, and support of DSN.	Cyber Center	WNET	B	24x7 service availability						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
701.1.11.3	Report DSN outage	Cyber Center	WNET	B	24x7 support availability	15 min open ticket				
701.1.11.4	Report CS significant network degradation	Cyber Center	WNET	B	24x7 support availability	30 min open ticket				
Function - 701.1.12 - Defense Red Switch Network (DRSN) Service										
701.1.12.1	Provide secure red switch support. Provide customer access as required.	NEC		MF						
701.1.12.2	Report DRSN outage.	Cyber Center	WNET	B	24x7 support availability	Switch failure/outage 15min open ticket				
701.1.12.3	Report General Officer call failure.	Cyber Center	WNET	B	24x7 support availability	30 min open ticket				
701.1.12.4	Report DRSN trunk/circuit outage.	Cyber Center	WNET	B	24x7 support availability	15 min open ticket				
701.1.12.5	Report DRSN HAZCONS.	Cyber Center	WNET	B	24x7 support availability	30 min open ticket				
701.1.12.6	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
Function - 701.1.13 - Integrated Services Digital Network (ISDN)										
701.1.13.1	Provide Primary Rate Interface (PRI) and Basic Rate Interface (BRI) access (for video teleconferencing [VTC], secure telephone equipment [STE], etc.)	NEC		MF						
701.1.13.2	Fund equipment and usage sensitive costs	NEC		MF						
Function - 701.1.14 - Toll Free Service										
701.1.14.1	Subscribe to toll free service (e.g., via FTS) 800, 888, 877, etc. Performs an annual review and revalidation of assigned inbound toll-free numbers.	NEC		MF						
Function - 701.1.15 - Multiline Telephone Service										
701.1.15.1	Install and maintain two-line telephones.	NEC		MF						
Function - 701.1.16 - Long Haul and Commercial Lease Circuits										

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
701.1.16.1	Order, account for, and administer local and long-haul leased circuits with Defense Information Systems Agency (DISA).	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						Submit required documents and track leased circuits
701.1.16.2	Plan diverse and/or alternate routing as required.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
701.1.16.3	Order, account for, and administer local circuits with commercial carriers.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						Submit required documents and track leased circuits
Function - 701.1.17 - Communications Facilities Planning											
701.1.17.1	Validate and update the number of cable pairs used for cable lease agreements.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
701.1.17.2	Maintain, turn in for calibration, and update NEC Test Measurement Diagnostic Equipment (TMDE).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
701.1.17.3	Plan transport requirements for LAN/CAN/WAN.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
701.1.17.4	Design, engineer and develop contract specifications for telecom closets, outside cable plant (fiber & copper), and inside wiring in support of Military Construction Army (MCA) projects, Unspecified Minor Military Construction Army (UMMCA) projects, Sustainment, Restoration, Modernization (SRM) and local minor construction/ renovation/ expansion projects. Update and maintain installation telecom standards utilized in solicitation or contractual documents. Provide design is in accordance with the Technical Criteria for the Installation Information Architecture (I3A), dated Feb 2010.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
701.1.17.5	Plan and manage circuit installation and maintenance services.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
Primary Service Category (PSC) 701.2 - Emergency Communications/Telephone Services - Provide 911, E911, Gets, COP, and MWN support. Includes touch labor for this PSC.											
Function - 701.2.4 - Government Emergency Telecommunications System (GETS) Federal Emergency Management Agency (FEMA)											
701.2.4.2	Customer pays usage charges.	NEC		MF							
Function - 701.2.6 - 911/e911 Emergency Service											
701.2.6.1	Provide 911/E911 Emergency Service Support. This support consists of operating and maintaining transport network infrastructure necessary to operate a 911/E911 Emergency Support Center.	NEC	QOIM	B	24x7 service availability (less scheduled down time)			Repair within 2 hours			

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	PERFORMANCE STANDARDS				Capacity	Workload
						Response Time	Reliability	Resolution			
701.2.6.2	Input government telephone Service Requests into the e911 telephone company (telco) data base and assist in reconciliation of Public Safety Answering Point (PSAP) errors and military numbers provided e911 service.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays			Service Request input within 1 business day			
701.2.6.3	Coordinate 911/e911 interface with local Emergency Action Center (EAC).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
701.2.6.4	Interface the e911 system including the Fire Department Telephone System, Telecommunications Device for the Deaf (TDD) support, telephone answering system, automated number and location information, and computer aided dispatch.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
701.2.6.5	Provide local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	0700 - 1700 on non-holiday workdays 30 minutes; 4 hours all other times					
701.2.6.6	Provide 911/E911 System Support. This support consists of performing regular maintenance and updates of subscriber data in the Telephone Management System (TMS) or TMS like systems used to update 911/E911 systems necessary to operate a 911/E911 Emergency Support Center.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays			1 business day			
701.2.6.7	Provide Mass Warning and Notification (MWNS) Network Alerting System emergency service support. Distribute and maintain a Network Alerting System structure that will support efficient communicaiton directly between end users and the affected population as determined by installation Emergency Operations Center	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays			1 business day			
Primary Service Category (PSC) 701.3 - Wireless Infrastructure - Provide voice and data wireless service. Includes touch labor for this PSC.											
Function - 701.3.1 - Cellular Service											
701.3.1.1	Fund equipment and usage costs.	NEC		MF							
701.3.1.2	Provide access to PED, cell phone and pager service contract vehicle via existing NETCOM BPAs. (CUSTOMER PAYS USAGE AND ASSOCIATED MAINTENANCE COSTS)	ATD	WASC	B	Support Availability 0700-1700 daily on non-holiday workdays						
Function - 701.3.2 - Pager Service											
701.3.2.1	Provide internal organizational pagers and usage.	NEC		MF							
701.3.2.2	Provide commercial pagers and usage.	NEC		MF							
Function - 701.3.3 - Personal Electronic Device (PED) Wireless Service (including but not limited to PDAs, Blackberry, and smart phones)											

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
701.3.3.1	Provide Personal Electronic Devices (PED) and service contracts.	NEC		MF							
701.3.3.2	Establish and delete wireless PED user accounts.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays				Issued within 1 business day of request; delete accounts on a weekly basis		
Function - 701.3.8 - Communications Towers											
701.3.8.3	Install, maintain or provide tower modification for mission antennas on common-user towers.	NEC		MF							
701.3.8.4	Maintain common user services communications towers and allocate space on those towers.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						Perform communication tower preventive maintenance checks per AR 750-1
701.3.8.5	Provide local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	4 hours for mission critical systems; next business day for routine systems					
701.3.8.6	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							
Function - 701.3.9 - Satellite Communications											
701.3.9.1	Provide satellite communications support (e.g., procurement, request for service, troubleshooting, repair, warranty) and satellite phone usage charges.	NEC		MF							
701.3.9.2	Provide access to a Strategic Tactical Entry Point (STEP) and Military Strategic, Tactical and Relay (MILSTAR).	NEC		MF							
701.3.9.3	Provide user representative support, order keys, key instruments, and coordinate support requirements for Iridium.	NEC		MF							
701.3.9.4	Develop requirements, procure terminals, install equipment, and operate terminals for International Maritime Satellite (INMARSAT).	NEC		MF							
701.3.9.5	Report MILSTAR/earth/tactical/ commercial/Trojan/step outage.	Cyber Center	WNET	B	24x7 support availability	5 min open ticket					
701.3.9.6	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
Function - 701.3.12 - AFN Services											
701.3.12.1	Receive, document, assign, monitor, and close service requests.	Cyber Center	WNET	B	24x7 support availability	Open the service request within 30 minutes					Respond to events and reports
Primary Service Category (PSC) 701.4 - Video Teleconference (VTC) Services - Operate (schedule, facilitate) and maintain SBU and SECRET common-user VTC Studio; provide interface access for VTC and secure telephone equipment; provide design and installation advice and technical support. Includes touch labor for this PSC.											
Function - 701.4.1 - VTC Studio											
701.4.1.1	Operate and maintain sensitive but unclassified (SBU) and SECRET common user VTC Studio (Maintain Defense Information Systems Network (DISN) Video Services - Global (GVS) suite to VTC Studio).	NEC	QOIM	B	0600 - 1800 non-holiday workdays service availability					One (1) per installation. Additional VTC(s) if requirements exceed schedule capability; Operate at less than 80% of scheduled capacity.	
701.4.1.3	Report CS trunk/circuit outage.	ARNG/ USAR	QOIM	B		15 min open ticket					
701.4.1.4	Report CS/NCS VTC HAZCONs.	ARNG/ USAR	QOIM	B		15 min open ticket					
701.4.1.5	Provide scheduling and facilitating service for sensitive but unclassified (SBU) and SECRET common user VTC Studio (Schedule and facilitate Defense Information Systems Network (DISN) Video Services - Global (GVS) suite to VTC Studio).	NEC	QOIM	B	Support Availability 0600 - 1800 non-holiday workdays						
Function - 701.4.2 - VTC Bridge											
701.4.2.1	Operate and maintain a VTC Bridge (switch) to allow multiple sessions and multiple users per session for mission VTC suites.	NEC		MF							
701.4.2.2	Operate and maintain a VTC Bridge (switch) within the common-user VTC suite to allow multiple sessions and multiple users per session.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
701.4.2.3	Provide common user local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	1 business days; 2 hours for Priority users					
701.4.2.4	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							
Function - 701.4.3 - Mission Specific VTC Service											

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
701.4.3.1	Operate and maintain mission specific SBU and SECRET VTC services as required when connected to the Defense Information Systems Network (DISN) or local area network. This includes VTC service in classrooms, transportable, command and control, conference room, briefing rooms, collaboration suites, and desktops. Provide design, installation advice and technical support for VTC studio suite equipment.	NEC		MF							
701.4.3.2	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							
701.4.3.3	Provide advanced connection troubleshooting and support for customer provided endpoints. Includes support for room based VTC endpoint, desktop VTC endpoint, and Multi-point Connection Unit (MCU). (Classified and Unclassified).	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
701.4.3.4	IP-VTC Tools to provide scheduling and management of customer provided endpoints. Provide capability to manage and schedule customer provided VTC endpoint. Includes Scheduling and Management tools for room based VTC endpoint, desktop VTC endpoint, and Multi-point Connection Unit (MCU). (Where Available).	Cyber Center	WNET	B	24x7 service availability (less scheduled down time)						
Function - 701.4.6 - Secure VTC Support											
701.4.6.1	Support the VTC as a managed network device on the classified network. Provide technical support and assistance in the design, acquisition, installation, and operation of the equipment to limited user population (to Brigade level at PPP/PSP and installations supporting 2 or more non-tactical Command HQs). Support the SVTC capability on a highly restricted basis, in support of extremely critical collaborative efforts involving O-6 Commanders and higher personnel, either locally or as part of the interconnected collaboration event.	NEC	QOIM	B	24x7 service availability (less scheduled down time)	30 min response for on-site support for critical senior officer VTC					
Primary Service Category (PSC) 701.5 - Range/Field Telephone Services - Provide range/field lines and phones to range perimeter. Includes touch labor for this PSC.											
Function - 701.5.1 - Mag Lines, Field Phone Lines, and Range Phones											
701.5.1.1	Install and maintain voice telephone for exercises and training events at field/training locations.	NEC		MF							
701.5.1.2	Install and maintain range/field lines and telephones (CONUS).	NEC	QOIM	B	24x7 service availability (less scheduled down time)				Problems corrected within 1 business day		
701.5.1.3	Install and maintain range/field lines and telephones (OCONUS).	NEC		MF							
701.5.1.4	Provide local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	1 business days; 2 hours for Priority users					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
701.5.1.5	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
Primary Service Category (PSC) 701.6 - Telecommunications Continuity of Operations Plan (COOP) and OPLAN Support Services - Provide Continuity of Operations Plan (COOP) implementation operational support.										
Function - 701.6.1 - COOP Administration										
701.6.1.1	Develop, implement and exercise IT Service Continuity Management in support of installation COOP for critical portions of the automation infrastructure.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					Exercise COOP annually
701.6.1.2	Prepare, monitor, and evaluate IT Service Continuity Management in support of installation COOP with supported customer activity .	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					Review annually
Function - 701.6.2 - Disaster Recovery										
701.6.2.1	Restore critical telecommunications network infrastructure services in event of disaster.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	Respond within 2 hours.				
701.6.2.2	Maintain procedures to prepare for recovery of network information from disasters and execute preparatory procedures. Store weekly backups at offsite location for telephone data switch .	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					Exercise annually
701.6.2.3	Develop plans to restore critical wired and wireless services in event of disaster.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
Function - 701.6.3 - Operations Plan (OPLAN) Support										
701.6.3.1	Provide Telecommunications Operations planning support to OPLAN development. Identify telecommunications requirements resulting from any surge/change in on-post staffing due to force/equipment/supply flow & support requirements. Develop contingency service level agreements (SLA) to implement any increases in support upon OPLAN activation at the time it is required.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
701.6.3.2	Develop infrastructure upgrade plans to support operational surge requirements. Accommodate projected requirements driven by projected Army Transformation initiatives .	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
701.6.3.3	Exercise or review the OPLAN with supported customer activity.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					Exercise or review annually
Primary Service Category (PSC) 701.9 - Fire, Safety, Security, and Other Circuits - Design, install and maintain required circuits for fire and intrusion alarms and other safety/security systems. Includes touch labor for this PSC.										
Function - 701.9.1 - Safety/Security/Other Circuits										

PERFORMANCE STANDARDS										
Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	Reliability	Resolution	Capacity	Workload
701.9.1.1	Design, install, and maintain DA or local regulation directed circuits supporting fire alarms, intrusion alarms, elevator emergency intercoms, telemetry, and other safety/security systems and monitoring/control systems (e.g., water, fuel, command destruct transmitters, read back receivers, range operations, flight termination equipment/software).	NEC	QOIM	B	24x7 service availability (less scheduled down time)			Install within 1 working week of request. Repair, if required, within 1 business day		
701.9.1.2	Design, install, and maintain mission specific monitoring circuits.	NEC		MF						
701.9.1.3	Provide commercial subscriber lines and transport channels (e.g. , Off Premise Extensions, Foreign Exchanges, Telecommuting).	NEC		MF						
701.9.1.4	Design, engineer, install and maintain dedicated or common user circuits to support the operation of installation post bugle call/public address (PA) systems, giant voice system and other special localized PA systems, all of which are operated / maintained by other activities other than the NEC.	NEC	QOIM	B	24x7 service availability (less scheduled down time)			Repair within 1 week		
701.9.1.5	Provide local touch labor (troubleshooting, repairing, etc.)	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	0700 - 1700 on non-holiday workdays 30 minutes; 4 hours all other times				
701.9.1.6	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
Function - 701.9.2 - Digital Subscriber Line (DSL) and Asynchronous Digital Subscriber Line (ADSL)										
701.9.2.1	Install and maintain or provide access to DSL / ADSL lines for services other than Internet access, which will be provided via NIPRNET.	NEC		MF						
701.9.2.2	Provide local dedicated point-to-point voice and data services.	NEC		MF						
701.9.2.3	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
Primary Service Category (PSC) 701.10 - Non-tactical Radios and Non-tactical/Tactical Radio Spectrum Management Services - Provide Non-Tactical radio service to include spectrum management. Includes touch labor for this PSC.										
Function - 701.10.1 - Non-Tactical Trunked Radios (NTTR)										
701.10.1.1	Provide narrow band digital trunk radio service.	NEC	QOIM	B	24x7 service availability (less scheduled down time)			95% access		
701.10.1.2	Maintain NTTR infrastructure and services.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
701.10.1.5	Review/validate customer requirements for end user radio device (customer purchases device).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
701.10.1.6	Maintain end-user NTTR equipment (radios, peripheral devices, features).	NEC		MF						
Function - 701.10.2 - Non-Trunked Radios										
701.10.2.1	Service provided is coordination and support for the non-trunked and non-tactical single and multi channel radio system. This includes other single channel, multi-channel frequency dependent equipment not outlined as a radio system.	NEC		MF						
701.10.2.2	Provide Non-trunked radio systems support.	NEC		MF						
701.10.2.3	Provide Non-Trunked & Tactical Radios.	NEC		MF						
701.10.2.4	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF						
Function - 701.10.3 - Spectrum Management										
701.10.3.1	Provide spectrum coordination support to each unit, organization, or activity authorized the use of frequencies in accordance with (IAW) applicable Army Regulation (AR) 5-12 and local supplemental regulations and procedures.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					
701.10.3.2	Assign and update authorized radio frequencies or submit requests to appropriate frequency management office to support mission requirements and external agencies operating in the local spectrum.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	Assign authorized frequencies or submit request within 2 business days				
701.10.3.3	Identify installation frequency requirements.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					Perform annually
701.10.3.4	Assist installation units in obtaining frequency assignments and clearances for operations, training, and equipment acquisition.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours			Within 1 week of scheduled exercise or within 2 hours for unscheduled activities		
701.10.3.6	Provide Frequency/Spectrum support.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
701.10.3.7	Report, Investigate, and resolve interference caused or received by Army radio frequency (RF) operations.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	Start 1 day of notification.			Provide resolution within 30 days		
701.10.3.8	Upon request from user, verify Spectrum certification for new user equipment.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						
Function - 701.10.4 - Military Affiliate Radio System (MARS)											
701.10.4.1	Provide auxiliary communications for military, civil, and/or disaster officials during periods of emergency.	NEC		MF							
701.10.4.2	Assist in effecting normal communications under emergency conditions .	NEC		MF							
701.10.4.3	Provide local touch labor for troubleshooting and repair of mission related tasks.	NEC		MF							
Service 702.0 - Multimedia/Visual Information Processes - Provide Multimedia/Visual Information support and services to support a diverse customer base .											
Primary Service Category (PSC) 702.2 - Graphic Arts Services - Provide all types of Graphic Arts services.											
Function - 702.2.2 - Graphic Arts Support											
702.2.2.1	Furnish graphic art services and support to include consultation, design, and deliver a digital file.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays				Complete all graphic arts products in 6 workdays		98% of requests are completed
702.2.2.2	Provide animation and 3D graphic design.	VI Mgr		MF							
702.2.2.3	Provide custom framing, lamination, mounting and matting for artwork.	VI Mgr		MF							
702.2.2.4	Produce large format graphic prints that exceed baseline standards.	VI Mgr		MF							
702.2.2.5	Provide VI displays and exhibits, i.e., fabricate 2 or 3 dimensional objects.	VI Mgr		MF							
Primary Service Category (PSC) 702.3 - Photography Services - Provide all types of Photography services.											
Function - 702.3.1 - Photography											

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
702.3.1.6	Provide a digital passport photo in studio	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays		90% of requests completed				
702.3.1.7	Provide photo documentation of historically significant events.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays		90% of requests completed				
702.3.1.8	DA Photo	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays		90% of requests completed				
702.3.1.9	DA Portraits	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays		90% of requests completed				
Primary Service Category (PSC) 702.5 - VI Broadcast/Video/Audio Services - Provide Command Channel and closed circuit TV (CCTV) Services; provide local and non-local audio/video productions.											
Function - 702.5.1 - Television/Broadcast Services											
702.5.1.1	Broadcast Command Channel.	VI Mgr	MU1M	B	24x7 service availability (less scheduled down time)						
702.5.1.3	Provide satellite downlinks.	VI Mgr		MF							
702.5.1.4	Provide Commercial Cable Contract Services to the Installation	VI Mgr		MF							
702.5.1.5	Provide local video streaming and multicast service.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays						
Function - 702.5.2 - Video/Audio											
702.5.2.1	Produce digital audio files and other digital media.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays			Complete all audio products in 6 business days	One (1) copy per Work Order		
702.5.2.4	Provide script preparation.	VI Mgr		MF							
702.5.2.5	Provide video documentation of historically significant events.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays						
702.5.2.7	Produce 508 compliant products for VI video productions. Productions that cost greater than \$5,000 to include man-hours, equipment rental, admin expenses and other operating costs must be directed to the EMC or AMVID Production Acquisition Division (PAD).	VI Mgr		MF							

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
702.5.2.8	Research and acquire imagery from internal DoD archives.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays				10 workday turn around for all work orders		
702.5.2.9	Research and acquire imagery from outside/commercial sources.	VI Mgr		MF							
702.5.2.10	Provide the service to duplicate video tapes, CDs, and digital video discs (DVDs) up to locally established limits. (no copyrighted material).	VI Mgr		MF							
702.5.2.12	Produce 508 compliant non-linear, interactive multimedia products. Non-Local multimedia products are those that cost more than \$5,000 (to include man-hours, equipment rental, admin expenses, and other operating costs), are distributed Army wide, and incur direct out of pocket expenses .	VI Mgr		MF							
702.5.2.13	Outsource portions of multimedia productions.	VI Mgr		MF							
702.5.2.14	Provide offsite streaming video and multicast service	VI Mgr		MF							
Primary Service Category (PSC) 702.6 - VI Media/Equipment Support Services - Provide various VI Media / Equipment Support Services.											
Function - 702.6.1 - Media/Equipment Services											
702.6.1.1	Provide instruction and briefings in the use of VI systems and instructional technology.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays						
702.6.1.6	Provide VI equipment loans.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays						
Primary Service Category (PSC) 702.7 - Presentation Support - Provide public address system / presentation support for official functions (set up, operations, and tear down).											
Function - 702.7.1 - Presentation Support											
702.7.1.1	Provide basic public address system/presentation support (set up, operation, and tear down) within the area of operation of the VI facility.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays					Not to exceed two (2) operators, one (1) appropriate sized screen with one (1) projector, and audio systems	90% of requests are completed

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
702.7.1.3	Provide professional public address system/ presentation support (set up, operation, and tear down).	VI Mgr		MF							
Primary Service Category (PSC) 702.8 - VI Service Support - Provide customers with initial POC for work requests and problem reporting; track, audit, and resolve issues; and provide feedback and close loop with customer.											
Function - 702.8.1 - Service Support											
702.8.1.1	Receive and process work requests using automated software.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays						
702.8.1.3	Provide dedicated VI consultations to customers where a work request is not expected.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays				Complete consultations within 15 minutes		
702.8.1.5	Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays						
702.8.1.6	Provide timely notifications by the Enterprise VI help desk of planned or unplanned system maintenance or degradation.	VIOS System Mgr.	MU1M	B	Support availability 0800-1600 on non-holiday workdays	Notifications sent no less than 24 hours prior to scheduled outage					
702.8.1.7	Record customer product pickup to release customer satisfaction surveys after completion of work.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays	Surveys sent within 3 business days of product					
702.8.1.8	Review and analyze customer satisfaction surveys and initiate follow-up and corrective action.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays				Follow-up with corrective action within 2 workdays		
702.8.1.9	Provide quotes to customers for work requests.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays						
702.8.1.10	Provide recordings or copies of historical and significant events.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays						
702.8.1.11	Submit imagery for accessioning to DIMOC	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays						Submission within 24 hours of capture
Primary Service Category (PSC) 702.9 - Visual Information Self Help Center - Operate a Media Self-help Facility by providing equipment for customer use.											
Function - 702.9.1 - VI Self Help											

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
702.9.1.1	Provide lamination service.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays				up to 3 each 24x36 products or equivalent cost per week per customer, no split work request	
702.9.1.2	Provide enlargement service.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays				up to 3 each 24x36 products or equivalent cost per week per customer, no split work request	
702.9.1.3	Provide large prints service.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays				up to 3 each 24x36 products or equivalent cost per week per customer, no split work request	
702.9.1.4	Provide scanning service.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays				up to 3 each 11x17 products or equivalent cost per week per customer, no split work request	
702.9.1.5	Provide photo printing kiosk service.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays				up to 2 each 8x10 products or equivalent cost per week per customer, no split work request	
702.9.1.6	Provide and operate a Self Service Center.	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
702.9.1.7	Scan negative or positive film or other flat media, up to 11x17 in size, to electronic or optical media and/or produce hardcopy prints from scans not to exceed 24x36 inches. (Includes non-still camera based imagery capture).	VI Mgr	MU1M	B	Support availability 0800-1600 on non-holiday workdays			Complete all photography products in 5 business days of the assignment date	One paper only copy up to 24x36 inches per scan or one optical disc	98% of requested are completed
Service 703.0 - Cybersecurity - Prevention of damage to, protection of, and restoration of computers, electronic communications systems, electronic communications services, wire communication, and electronic communication, including information contained therein, to ensure its availability, integrity, authentication, confidentiality, and nonrepudiation.										
Primary Service Category (PSC) 703.1 - DoD Public Key Infrastructure (PKI) Service - Provide support for the Department of Defense (DoD) Public Key Infrastructure (PKI) service.										
Function - 703.1.1 - DoD Public Key Infrastructure (PKI)										
703.1.1.3	Provide DoD PKI Services including directory support, certificate validation, registration, interface to related Army systems, and required key management services as well as PKI solutions for e-mail, web applications, file transfer, and Virtual Private Networks.	NEC/ Cyber Center	QOIM/ WNET	B	24x7 service availability (less scheduled down time)					
703.1.1.4	Provide PKI authentication for users devices (e.g. alternate Smart cards or tokens), and applications to discover and utilize global information services data and enable CAC Cryptographic Logon (CCL), (when applicable), for controlling logical access.	NEC/ Cyber Center	QOIM/ WNET	B	24x7 service availability					
703.1.1.5	Provide technical support.	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays	1 business day less authorized wait time, 2 hrs. priority user				
703.1.1.6	Responsible for requesting, receiving, and installation of system PKI certificates.	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
703.1.1.8	Administer registration of all Army-owned PKI protected devices.	Cyber Center	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays	Critical: Priority 1 = Immediate response (24x7); Urgent: Priority 2 = (4 hrs.)				
703.1.1.9	Maintain accountability of system PKI certificates.	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					
Primary Service Category (PSC) 703.2 - Communications Security (COMSEC) Service - Provide all aspects of communications security (COMSEC) support.										
Function - 703.2.1 - COMSEC Operations										
703.2.1.1	Provide for the 100% accountability of COMSEC keying material up to the level of TOP SECRET for NEC-managed equipment and tenant units, mobilizing, or detached units from parent unit without organic COMSEC or that do not have higher echelon Theater, Division or Corps COMSEC account support. Units with suspended or terminated COMSEC accounts are not authorized this service as baseline. Responsibility includes ordering, receiving, and issuing of keying material in support of COMSEC equipment or Controlled Cryptographic Items (CCL).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	1 business day less authorized wait time, 2 hrs. priority user				

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	PERFORMANCE STANDARDS				Capacity	Workload
						Response Time	Reliability	Resolution			
703.2.1.3	Operate and maintain NEC managed secure communications devices residing in NEC controlled communication closets/facilities that supports NEC managed infrastructure (this includes the property book accountability of equipment up to Top Secret) (Unit will laterally transfer COMSEC items to the NEC for asset control). COMSEC EQUIPMENT UNDER MISSION PARTNER ACCOUNTABILITY AND CONTROL WILL NOT BE THE RESPONSIBILITY OF THE NEC.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours						100% accountability of all NEC managed COMSEC equipment; semi-annual 100% inventory of NEC managed COMSEC equipment.
703.2.1.4	Perform local element compliance inspections for all hand receipt holders receiving support from the NEC COMSEC account as required by AR 380-40 and Technical Bulletin (TB) 380-41. Coordinate and publish inspection schedules in accordance with AR 380-40, TB 380-41, and NEC COMSEC standard operating procedures.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays						Conduct annual inspections of units IAW Regulatory requirements
703.2.1.5	Ensure all reporting suspense's are met for both Controlled Cryptographic Item (CCI) and COMSEC incidents for NEC controlled and managed accounts.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours	Report CCI and COMSEC violations within 24 hours of incident					
703.2.1.7	Report COMSEC resource requirements to the NECs higher headquarters.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays	1 business day less authorized wait time, 2 hrs. priority user					
703.2.1.9	Provide for the 100% accountability of COMSEC keying material up to the level of TOP SECRET for NEC-managed equipment and tenant units, mobilizing, or detached units from parent unit without organic COMSEC or that do not have higher echelon Theater, Division or Corps COMSEC account support. Units with suspended or terminated COMSEC accounts are not authorized this service as baseline. Responsibility includes accounting, safeguarding, inventory and destruction of keying material in support of COMSEC equipment or Controlled Cryptographic Items (CCI).	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours						Semi-annual 100% inventory of physical and electronic COMSEC keying material
Primary Service Category (PSC) 703.3 - Risk Management/Authorization/Assessment Policy Services - Provide Risk Management Framework (RMF) and Automated Information System Authorization support.											
Function - 703.3.1 - Vulnerability Assessment											
703.3.1.1	Provide vulnerability assessment support to include risk analysis of vulnerabilities, threats and the impact of losing systems' capabilities on the mission objective; facilitate decisions to implement security countermeasures or mitigate risk; implement countermeasures; periodic reviews.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
703.3.1.2	Recognize possible threats and review evaluations for compliance and non-compliance.	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
703.3.1.3	Provide updated vulnerability risk assessment based on input from U.S. CYBERCOM and coordination with other Federal/State Agencies as appropriate.	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays; Cyber Center 24x7; ACOIC 24x7						
703.3.1.4	Provide analysis and reports for known or potential vulnerability risks.	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays; Cyber Center 24x7; ACOIC 24x7						
703.3.1.5	Assess the effectiveness of countermeasures based on the information gathered from the Risk assessment.	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays; Cyber Center 24x7; ACOIC 24x7						
Function - 703.3.2 - Risk Management Framework (RMF) (Information System Owners are responsible to comply with the RMF process for their systems.)											
703.3.2.1	Support the RMF process IAW DODI 8500.01 and 8510.01 which manages the life-cycle cybersecurity risk to DOD Information Technology .	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays					garrison/installation and tenant activity site accreditation packages required for inclusion in the NEC/DOIM DIACAP/RMF LAN/CAN accreditation documentation is greater than 90%	
703.3.2.2	Provide guidance and review of RMF authorization for all installation activities.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays	Respond within 1 business day less authorized wait time: 2 hrs. priority user					
703.3.2.4	Facilitate (in accordance with AR 25-1), provide guidance, and review of CoN requests for all installation activities. Customer is responsible for CoN submission.	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
703.3.2.5	Monitor and report Approval to Connect (ATC) expiration dates ensuring authorization milestones are met IAW all DOD published regulations and policies to avoid disconnection. System Owners monitor track and report for their ATC.	NEC/Cyber Center/ACIOC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						Quarterly

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
Primary Service Category (PSC) 703.6 - Defensive Cyberspace Operations - Plan, implement and manage a Defense in Depth strategy for the NEC/ DOIM-managed network and/or enclaves.											
Function - 703.6.4 - Cybersecurity Inspection Program											
703.6.4.1	Perform Cybersecurity oversight and inspections.	NEC/ Cyber Center/ ACOIC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
Function - 703.6.7 - Cybersecurity Policy											
703.6.7.1	Establish, publish, and execute the installation program IAW DODI 8500.01 and 8510.01 and other appropriate DoD/Army guidance.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays.						
703.6.7.2	Provide a secure remote access policy for the Installation's network IAW Army, Army Command, & Local Network Security Policy parameters. Access policy will include limited levels of confidentiality, authorization, access control, and assessments.	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						
703.6.7.5	Provide Cybersecurity representation on the Configuration Control Board (CCB).	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours						
703.6.7.6	Manage Cybersecurity hardware and software changes for the installation.	NEC	QOIM	B	Support Availability 0700-1700 daily on non-holiday workdays.						
703.6.7.10	Develop technical guidance and Courses of Action to mitigate current and future threats.	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						
Function - 703.6.10 - Network Protection											
703.6.10.1	Plan and implement a Defense In Depth for the network and/or enclaves within the network IAW all DOD published regulations and policies . (formerly task 703.6.1.1 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						
703.6.10.2	Operate and maintain a Defense In Depth for the network and/or enclaves within the network IAW all DOD published regulations and policies .	NEC/ Cyber Center	QOIM/ WNET	B	24x7 service availability						
703.6.10.3	Operate and maintain security solutions to control Internet access for government devices. (formerly task 703.6.1.3 C4IM v6)	Cyber Center	WNET	B	24x7 service availability (less scheduled down time)			Time between failures to provide internet access control services is greater than 1000 hours.			

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
703.6.10.4	Conduct Mobile Scanning (e.g., war driving) for Unauthorized Wireless access points. (formerly task 703.6.1.4 C4IM v6)	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						
703.6.10.5	Provide a network security DMZ service to protect Information Systems. (formerly task 703.6.2.1 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	24x7 service availability (less scheduled down time)						
703.6.10.6	Execute the IAVM program for all installation and customer activities IAW all DOD published regulations and policies. (formerly task 703.6.3.1 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						
703.6.10.7	Perform Information Systems vulnerability scans IAW all DOD published regulations and policies. (formerly task 703.6.3.3 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						Perform Network and workstation scans weekly or more often as required
703.6.10.8	Compliance checks upon entry to the network. (formerly task 703.6.3.8 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	24x7 service availability						
703.6.10.9	Analyze event and time-based scans. (formerly task 703.6.3.9 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours						
703.6.10.10	Event and time-based incidents discovered are reported IAW all DOD published regulations and policies. (formerly task 703.6.3.9 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours						
703.6.10.11	Issue IAVM messages and reports: Information Assurance Vulnerability Alerts (IAVA), Information Assurance Vulnerability Bulletin (IAVB), and Situational Awareness Reports (SAR). (formerly task 703.6.3.10 C4IM v6)	ACOIC	WNET	B	24x7 support availability						
703.6.10.12	Perform research analysis to assess known or potential threats to all information systems. (formerly task 703.6.3.12 C4IM v6)	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays						
703.6.10.13	Report IAVM compliance IAW applicable vulnerability management system . (formerly task 703.6.3.14 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						
703.6.10.14	Review IAVM Plan of Action and Milestones (POA&M) for feasibility and suitability. (formerly task 703.6.3.15 C4IM v6)	ACOIC	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			Capacity	Workload
							Reliability	Resolution			
703.6.10.15	Manage compliance reporting to ensure that IAVM messages are acknowledged, corrective action implemented, extensions requested, compliance verified and reporting data entered into required database/system. (formerly task 703.6.3.16 C4IM v6)	NEC/Cyber Center/ACOIC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						
703.6.10.16	Develop IAVM Plan of Action and Milestones (POA&M). (formerly task 703.6.3.17 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						
703.6.10.17	Conduct security reviews and vulnerability assessments of subordinate units for compliance with IAVM policies and messages. (formerly task 703.6.9.2 C4IM v6)	ACOIC	WNET	B	24x7 support availability						
703.6.10.18	Develop Operational Impact Statements for IAVM non-compliance IAW all DoD published regulations and policies. (formerly task 703.6.9.3 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.						
Function - 703.6.11 - Network Security Monitoring											
703.6.11.1	Monitor Wireless Intrusion Detection System (WIDS)	NEC/ Cyber Center	QOIM/ WNET	B	24x7 service availability						
703.6.11.2	Aggregate Cybersecurity sensor data. (formerly task 703.6.1.14 C4IM v6)	Cyber Center/ACOIC	WNET	B	24x7 support availability						
703.6.11.3	Maintain firewall configurations and rule sets. (formerly task 703.6.2.2 C4IM v6)	Cyber Center/ACOIC	WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours						
703.6.11.4	Monitor attacks with a firewall. (formerly task 703.6.2.2 C4IM v6)	Cyber Center/ACOIC	WNET	B	24x7 service availability (less scheduled down time)						
703.6.11.5	Analyze information systems logs for security anomalies and unauthorized activities. (formerly task 703.6.3.5 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours						
Function - 703.6.12 - Network Security Incident Response and Reporting											
703.6.12.1	Respond to negligent discharge of classified information incidents IAW all DoD published regulations and policies. (formerly task 703.6.1.5 C4IM v6)	NEC/ Cyber Center/ACOIC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours; ACOIC 24x7	Respond to NDCI in accordance with local procedures and guidelines.					
703.6.12.2	Report negligent discharge of classified information incident and remediation IAW all DoD published regulations and policies. (formerly task 703.6.1.5 C4IM v6)	NEC/ Cyber Center/ACOIC	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours; ACOIC 24x7	Report NDCI within 2 hours.					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
703.6.12.3	Provide details on information systems that may be compromised. (formerly task 703.6.1.9 C4IM v6)	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays /w On Call After Hours					
703.6.12.4	Disseminate network defense and related advisories, alerts, and warning notices to all customers. (formerly task 703.6.1.12 C4IM v6)	NEC/Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays; Cyber Center 24x7					
703.6.12.5	Compile and provide information systems vulnerability reports IAW all DOD published regulations and policies. (formerly task 703.6.3.3 C4IM v6 split)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.					
703.6.12.6	Report information systems security anomalies and unauthorized activities. (formerly task 703.6.3.5 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays; Cyber Center 24x7	Report in accordance with CJCSM 6510.01 (a, b, f).				
Function - 703.6.13 - Network Security Sustainment										
703.6.13.1	Provide input to Army network enterprise security initiatives . (formerly task 703.6.1.13 C4IM v6)	Cyber Center/ACOIC	WNET	B	24x7 support availability					
703.6.13.2	Review and analyze intelligence products and provide operational assessment. (formerly task 703.6.3.13 C4IM v6)	Cyber Center/ACOIC	WNET	B	24x7 support availability					
703.6.13.3	Issue, maintain, and delete domain/network accounts and passwords. (formerly task 703.6.5.1 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.			Issue accounts within 3 business days of request; delete accounts on weekly basis		
703.6.13.4	Administer levels of network access per customer and per group. (formerly task 703.6.5.2 C4IM v6)	NEC/ Cyber Center	QOIM/ WNET	B	Support Availability 0700-1700 daily on non-holiday workdays.					
703.6.13.5	Coordinate and synchronize theater and functional Cyber Centers for global response actions. (formerly task 700.6.7.23 C4IM V6)	ACOIC	WNET	B	24x7 support availability					
703.6.13.6	Provide technical support and assessment of Computer Network Defense (CND) operations. (formerly task 700.6.7.24 C4IM V6)	ACOIC	WNET	B	24x7 support availability					
703.6.13.7	Provide guidelines for user identification and authentication for controlling user access within the Department of Defense Information Network (DODIN). (formerly task 700.6.7.25 C4IM V6)	ACOIC	WNET	B	24x7 support availability					

Task ID	Task	Service Provider	MDEP	Baseline (B) / Mission Funded (MF)	Agreed Service Time	Response Time	PERFORMANCE STANDARDS			
							Reliability	Resolution	Capacity	Workload
703.6.13.8	Define enterprise access controls to manage authentication, authorization, and access privileges. This includes providing enterprise access control guidance and policies. (formerly task 700.6.7.26 C4IM V6)	ACOIC	WNET	B	24x7 support availability					